

21 December 1964

MEMORANDUM FOR: Executive Director

SUBJECT: Executive Dining Room Service

1. I have been wanting to put in writing thoughts which have crossed my mind over the last several months regarding the service in the Executive Dining Room.

2. I have been impressed at the gradual but noticeable improvement over the last year in the service in the Executive Dining Room. Other officers have likewise been similarly impressed, as I note from their comments. The present variety of menus from which selection may be made is a notable advance. Most important, however, is the prompt, efficient, and courteous treatment of the diners by the staff itself in the Dining Room.

Certainly [redacted] all have had an important role to play in these improvements. However, I think a great deal of credit for this goes to [redacted] and the men themselves. I believe the men realize that the way in which they meet and serve the incoming diners is important. I note that the diners have become increasingly courteous and thoughtful in their treatment of the Dining Room staff.

3. The recent notice to members suggesting a year-end gratuity for the staff I consider very much in order. This is a customary practice at country clubs and other similar clubs. I am personally glad to participate in such a gratuity.

4. Finally, let me comment especially about the clean linen, as well as the clean jackets, and the personal grooming of the Dining Room staff. This has been of a high standard. I mention it only to encourage a continuation and so that those who are responsible can know that the diners do appreciate the effort made.

Dist:

orig and 1 to Ex. Dir.

1 - Chrono